



Health Services
LOS ANGELES COUNTY

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*To ensure access to high-quality,
patient-centered, cost-effective
health care to Los Angeles
County residents through direct
services at DHS facilities and
through collaboration with
community and university
partners*



www.dhs.lacounty.gov

September 8, 2015

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

Dear Supervisors:

**APPROVAL OF AN AMENDMENT TO THE HOUSEKEEPING STAFFING
SERVICES
AGREEMENT WITH SERVICON SYSTEMS, INC.
(SUPERVISORIAL DISTRICTS 1, 2, AND 4)
(3 VOTES)**

SUBJECT

Request approval of an Amendment to the existing Proposition A Agreement with Servicon Systems, Inc. to increase the annual maximum obligation and add housekeeping staff for the Augustus F. Hawkins Mental Health Center.

IT IS RECOMMENDED THAT THE BOARD:

1. Make a finding pursuant to Los Angeles County Code Section 2.121.420 that the continued provision of housekeeping staffing services, as described herein, continues to be performed more economically by an independent contractor.
2. Approve and instruct the Mayor of the Board to sign the attached Amendment No. 5, to Agreement No. 77917 with Servicon Systems, Inc. (Servicon), effective upon approval by the Board to add housekeeping staff for the Inpatient Towers at LAC+USC Medical Center (LAC+USC MC) and the Augustus Hawkins Mental Health Center (Hawkins) located on the Martin Luther King Jr. Outpatient Center (MLK OC) medical campus with an increase to the annual maximum obligation from \$5,143,586 to \$6,002,834, an increase of \$859,248, as set forth in Attachment A.
3. Delegate authority to the Director, or his designee, to execute future Amendments to the Agreement to: i) delete, incorporate and/or revise certain non-substantive terms and conditions subject to review and approval by County Counsel, with notice to the Chief Executive Office (CEO) and the Board, ii) increase staff for emergency and/or expanded service needs (e.g., expansion of areas within a Facility, or the authorization of additional workshift hours), at a cost not to exceed 15 % of the maximum obligation, from \$771,538 to \$900,425, an increase of \$128,887.

ADOPTED

BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

18 September 29, 2015


PATRICK OGAWA
ACTING EXECUTIVE OFFICER

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTIONS

Approval of the first recommendation is necessary to comply with Los Angeles County Section 2.121.420, which requires a finding that the services can be performed more economically or more feasibly by an independent contractor. The Department of Health Services (DHS) has determined that adding staff to the current Agreement is cost-effective. Attachment B provides the cost analysis.

Approval of the second recommendation will allow the Mayor to execute Amendment No. 5 to the Agreement with Servicon to increase the housekeeping staff at LAC+USC MC in the following areas:

1) Inpatient Tower. Supplemental housekeeping staff are needed in the Inpatient Tower which is normally staffed by County employees. However, as a result of the closure of H. Claude Hudson Comprehensive Health Center's Ambulatory Surgical Center, LAC+USC MC had to increase the number of surgical procedures performed, increase the hours of operation, and address a reduction in County staffing by 20% due to long term leaves of absence, through the use of delegated authority for expansion of services. These factors necessitated the need to create a temporary supplemental staffing pool until LAC+USC MC is back to its full complement of County housekeeping staff.

2) Hawkins is an inpatient facility located on the MLK OC medical campus, licensed under LAC+USC MC. MLK OC previously provided and managed approximately 13 full time housekeeping staff at Hawkins using a combination of Servicon and County staff. MLK OC had to redeploy 5 Servicon staff and 8 County staff to meet the needs of MLK OC and MLK OC's old Acute Care Building. Subsequently, LAC+USC MC had to assume responsibility for the supervision of contractor staff in the LAC+USC MC licensed facility through the use of delegated authority for expansion of services. The recommended Amendment will add 12.2 full time contract housekeepers for Hawkins.

Approval of the third recommendation will authorize the Director to execute Amendments that revise the scope of services to expand the areas necessary for housekeeping tasks, increase the number of available hours allowed for emergencies and special housekeeping needs which will be held to a maximum cost of 15 % of the annual maximum obligation, and revise non-substantive terms, conditions and Board required provisions as required by the Board.

DHS is currently using delegated Board authority to amend the Agreement for expanded services and is now seeking Board approval for an increase in the maximum obligation to pay for the continued provision of additional staff.

Implementation of Strategic Plan Goals

The recommended actions support Goal 1, Operational Effectiveness/Fiscal Sustainability, of the County's Strategic Plan.

FISCAL IMPACT/FINANCING

The total annual estimated cost for the additional housekeeping staff services for DHS is \$6,002,834, an annual increase of \$859,248.

Funding is included in the Fiscal Year (FY) 2015-16 Adopted Budget and will be included as a continuing appropriation in future fiscal years' budget, as necessary. Use of the contingency amount due to emergency or expanded work will only be requested up to the available funding. The total potential increase under the 15 % delegated authority is \$900,425 and will be funded using existing resources.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

The Agreement may be terminated for convenience by the County in its sole discretion, with no less than ten days' written notice.

County Counsel has reviewed and approved the recommended Amendment, set forth in Exhibit I, as to form.

It has been determined that the provision of services by the Contractor under the recommended Agreement is subject to Prop A guidelines which include the Living Wage Program set forth in Los Angeles County Code Chapter 2.201. The Contractor is in compliance with the Living Wage Program requirements.

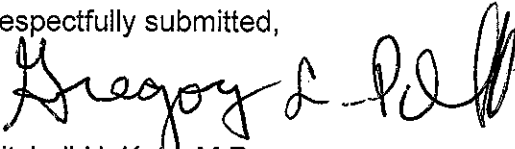
CONTRACTING PROCESS

The current Agreement was approved by the Board on February 19, 2013. Servicon was selected following a competitive solicitation process. This Agreement will remain in effect until February 29, 2018.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

Approval of the recommendations will ensure that the additional housekeeping staff are provided for LAC+USC MC

Respectfully submitted,


For Mitchell H. Katz, M.D.
Director

MHK:ms

Enclosures (3)

c: Chief Executive Office
County Counsel
Executive Office, Board of Supervisors

**HOUSEKEEPING STAFFING SERVICES COSTS
BUDGET SUMMARY**

ATTACHMENT A

Servicon Systems, Inc.			
Facility Name	Original Annual Maximum Obligation	Amendment Annual Amount to Add new Areas at LAC+USC MC Only	New Annual Maximum Obligation
LAC+USC MC	\$2,324,932	\$859,248	\$3,184,180
RLANRC	\$1,317,298	\$0	\$1,317,298
MLK OC	\$1,501,356	\$0	\$1,501,356
Total	\$5,143,586	New Annual Maximum Obligation	\$6,002,834
Original 15% Delegated Authority for Emergency or Expanded Services		New 15% Delegated Authority for Emergency or Expanded Services	\$900,425
Original Annual Maximum Obligation and 15% Delegated Authority for Emergency or Expanded Services		Total New Annual Maximum Obligation and 15% Delegated Authority for Emergency or Expanded Services	\$6,903,259

Department of Health Services
Proposition A - Housekeeping Staffing Services in
New Areas At LAC+USC MC
Cost Analysis Summary

ATTACHMENT B

Adding Staff in New Areas: Inpatient Towers, and Augustus Hawkins Mental Health Center

LAC+USC MEDICAL CENTER				
	Total Estimated Avoidable Costs	Total Contract Price (not including Cost for Annual 15% Contingency)	Estimated Savings From Contracting	Percentage Savings
Total	\$1,473,907	\$859,248	\$614,659	41.70%

AGREEMENT BY AND BETWEEN
COUNTY OF LOS ANGELES
AND
SERVICON SYSTEMS, INC.
FOR
HOUSEKEEPING STAFFING SERVICES

Amendment No. 6

THIS AMENDMENT is made and entered into this 29th day of September,
2015 (hereafter "Execution Date"),

By and between

COUNTY OF LOS ANGELES
(hereafter "County"),

And

SERVICON SYSTEMS, INC.
(hereafter "Hospital")

Business Address:

3965 Landmark Street
Culver City, CA 90232

WHEREAS, reference is made to that certain document entitled "AGREEMENT BY AND BETWEEN COUNTY OF LOS ANGELES AND SERVICON SYSTEMS, INC. FOR HOUSEKEEPING STAFFING SERVICES," dated February 19, 2013, and further identified as Agreement No.: 77917, and any amendments thereto (all hereafter referred to as "Agreement"); and

WHEREAS, it is the intent of the parties hereto to amend Agreement to add staff for the Inpatient Towers at LAC+USC Medical Center and for the Augustus Hawkins Mental Health under LAC+USC Medical Center's jurisdiction located at MLK Outpatient Center, and to increase the Agreement maximum by \$859,248 annually in order to pay for the additional housekeeping staff and \$128,887 for contingency due to emergencies or expanded work, and to provide for the other changes set forth herein; and

WHEREAS, the Agreement provides that changes in accordance to Paragraph 8.1, Amendments may be made in the form of an Amendment which is formally approved and executed by the parties.

NOW, THEREFORE, THE PARTIES HERETO AGREE AS FOLLOWS:

1. This Amendment shall commence and be effective on the Execution Date.
2. Agreement, Paragraph 2.0, Definitions, is modified to add the following:

"2.28 Basic Housekeeping Staffing Services: Basic Housekeeping Staffing Services are the services described in Agreement, Exhibits A-1, and A-2 and Exhibit C, Technical Exhibits to Statement of Work.

2.29 Additional Housekeeping Staffing Services: Additional Housekeeping Staffing Services pursuant to Agreement, Subparagraphs 5.1.4.1 and 5.1.4.2 and Exhibit A-3, Authorized Emergency and Expanded Services for LAC+USC MC, RLANRC, and MLK OC."

3. Agreement, Paragraph 5.0, Agreement Sum, Billing and Payment, Subparagraph 5.1.1, Maximum Obligation of County, is deleted in its entirety and replaced as follows:

"5.1.1 Maximum Obligation of County For Basic Housekeeping Staffing Services

The annual maximum obligation of County for all Basic Housekeeping Staffing Services shall not exceed Six Million, Two Thousand, Eight Hundred and Thirty-Four Dollars (\$6,002,834)."

4. Agreement, Paragraph 5.0, Agreement Sum, Billing and Payment, Subparagraph 5.1.2, is deleted in its entirety and replaced as follows:

"5.1.2 Additional Authorized Housekeeping Staffing Services

During the term of this Agreement, the Director, or his designee, may increase the annual maximum obligation of this Agreement by no more than fifteen percent (15%) of the annual maximum obligation for additional housekeeping services that arises out of Emergency or Expanded services (e.g., adding additional areas in a facility or lengthening of service hours).

- 5.1.2.1 Between February 19, 2013 through August 31, 2015, the Director, or his designee, may increase County's obligation under this Agreement by no more than \$771,538 annually for additional staff that arises out of Emergency or Expanded services (e.g., adding additional areas in a facility or lengthening of service hours). To implement such an authorization, an Amendment to the Agreement shall be prepared in accordance to Subparagraph 8.1.4 and the specific amount authorized shall

be set forth in Exhibit B Housekeeping Staffing Services Pricing Sheets.

- 5.1.2.2 Between September 1, 2015 through February 28, 2018, the Director, or his designee, may increase County's obligation under this Agreement by no more than \$900,425 annually for additional staff that arises out of Emergency or Expanded services (e.g., adding additional areas in a facility or lengthening of service hours). To implement such an authorization, an Amendment to the Agreement shall be prepared in accordance to Subparagraph 8.1.4 and the specific amount authorized shall be set forth in Exhibit B Housekeeping Staffing Services Pricing Sheets.

5. Agreement, Exhibit B-1, Housekeeping Staffing Services Pricing Sheet LAC+USC MC is deleted and replaced in its entirety by Exhibit B-1 (A) attached hereto and incorporated herein by reference. All references to Exhibit B-1 in the Agreement shall hereafter be replaced by Exhibit B-1 (A).

6. Agreement, Exhibit B-2, Housekeeping Staffing Services Pricing Sheet RLANRC is deleted and replaced in its entirety by Exhibit B-2 (A) attached hereto and incorporated herein by reference. All references to Exhibit B-2 in the Agreement shall hereafter be replaced by Exhibit B-2 (A).

7. Agreement, Exhibit B-3, Housekeeping Staffing Services Pricing Sheet MLK OC is deleted and replaced in its entirety by Exhibit B-3 (A) attached hereto and incorporated herein by reference. All references to Exhibit B-3 in the Agreement shall hereafter be replaced by Exhibit B-3 (A).

8. Agreement, Exhibit C-1, LAC+USC Medical Center Facility Description, Cleaning Requirements, Hours of Operation, Staffing and Specification Sheet, is deleted and replaced in its entirety by Exhibit C-1(A), attached hereto and incorporated herein by reference. All references to Exhibit C-1 in the Agreement shall hereafter be replaced by Exhibit C-1(A).

9. Agreement, Exhibit C-3, Martin Luther King Jr.- Outpatient Center Facility Description, Cleaning Requirements, Hours of Operation, Staffing and Specification Sheet, is deleted and replaced in its entirety by Exhibit C-3(A), attached hereto and incorporated herein by reference. All references to Exhibit C-3 in the Agreement shall hereafter be replaced by Exhibit C-3(A).

10. Except for the changes set forth hereinabove, Agreement shall not be changed in any respect by this Amendment.

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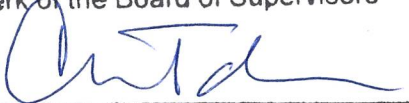
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IN WITNESS WHEREOF, the Board of Supervisors of the County of Los Angeles has caused this Amendment to be executed by its Chair and Contractor has caused this Amendment to be executed on its behalf by its duly authorized officer, the day, month, and year first above written.

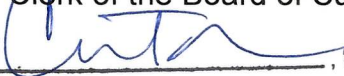
I hereby certify that pursuant to
Section 25103 of the Government Code,
delivery of this document has been made.

PATRICK OGAWA
Acting Executive Officer
Clerk of the Board of Supervisors

By 
Deputy




ATTEST:
PATRICK OGAWA
Acting Executive Officer
Clerk of the Board of Supervisors


By , Deputy

APPROVED AS TO FORM:

MARY C. WICKHAM
Interim County Counsel

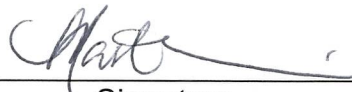
By 
James A. Johnson
Senior Associate County Counsel

COUNTY OF LOS ANGELES

By: 
Mayor, Board of Supervisors

CONTRACTOR

SERVICON SYSTEMS, INC.

By: 
Signature

ENIO MARTINEZ

Printed Name

VP of OPERATIONS
Title

ADOPTED
BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

18

SEP 29 2015


PATRICK OGAWA
ACTING EXECUTIVE OFFICER

**HOUSEKEEPING STAFFING SERVICES
PRICING SHEET - LAC+USC**

EXHIBIT B-1(A)

LAC+USC Housekeeping Staffing Services 2011 & 2015 (Includes: Outpatient Buidlings, Demonstration, Dance Studio)						
Servicon Systems, Inc.:						
FACILITY LOCATION/BILLTO ADDRESS (Submit invoices)	STAFF CLASSIFICATION	NUMBER OF STAFF	ESTIMATED MONTHLY NUMBER OF HOURS	HOURLY RATE (FULLY BURDENED BILLING HOURLY RATES)*	ESTIMATED MONTHLY COST	ESTIMATED ANNUAL COST
FACILITY LOCATION: Los Angeles County+University of Southern California Medical Center (LAC+USC MC) 1200 N. State Street, Los Angeles, CA 90033	Supervisors/Managers (Day)	3.25	566	\$24.92	\$14,092	\$169,107
	Supervisors/ Managers (Swing)	2.00	348	\$22.22	\$7,733	\$92,791
	Housekeepers (Day)	16.66	2,899	\$16.02	\$46,446	\$557,353
	Housekeepers (Swing)	31.50	5,481	\$16.70	\$91,533	\$1,098,392
BILL TO ADDRESS: Los Angeles County +University of Southern California Medical Center (LAC+USC MC), P.O. Box 861749, Los Angeles, CA 90086-1749, Attention: Expenditure Management	Floorcare/Utility (Any Shift)	10.65	1,852	\$18.59	\$34,433	\$413,195
	Total FTE's	64		FACILITY TOTAL*:	\$194,237	\$2,330,839

LAC+USC MC In Patient Tower On-Call Staff 2015						
Servicon Systems, Inc.:						
FACILITY LOCATION/BILLTO ADDRESS (Submit invoices)	STAFF CLASSIFICATION	NUMBER OF STAFF	ESTIMATED MONTHLY NUMBER OF HOURS	HOURLY RATE (FULLY BURDENED BILLING HOURLY RATES)*	ESTIMATED MONTHLY COST	ESTIMATED ANNUAL COST
FACILITY LOCATION: Los Angeles County+University of Southern California Medical Center (LAC+USC MC) 1200 N. State Street, Los Angeles, CA 90033	Supervisors/Managers (Day)	0	0	\$28.60	\$0	\$0
	Supervisors/Managers (Swing Grave)	0	0	\$25.82	\$0	\$0
	Housekeepers (Day)	3	522	\$16.93	\$8,837	\$106,050
	Housekeepers (Swing)	4	696	\$18.36	\$12,779	\$153,343
BILL TO ADDRESS: Los Angeles County +University of Southern California Medical Center (LAC+USC MC), P.O. Box 861749, Los Angeles, CA 90086-1749, Attention: Expenditure Management	Housekeepers (Graveyard)	0	0	\$19.36	\$0	\$0
	Housekeepers/Floorcare Utility (Any Shift)	3	522	\$19.79	\$10,330	\$123,965
	Total FTE's	10		FACILITY TOTAL*:	\$31,946	\$383,357

**HOUSEKEEPING STAFFING SERVICES
PRICING SHEET - LAC+USC**

EXHIBIT B-1(A)

LAC+USC MC AGUSTUS F. HAWKINS MENTAL HEALTH BUILDING 2015						
Servicon Systems, Inc.:						
FACILITY LOCATION/BILL TO ADDRESS (Submit invoices)	STAFF CLASSIFICATION	NUMBER OF STAFF	ESTIMATED MONTHLY NUMBER OF HOURS	HOURLY RATE (FULLY BURDENED BILLING HOURLY RATES)*	ESTIMATED MONTHLY COST	ESTIMATED ANNUAL COST
FACILITY LOCATION: Los Angeles County+University of Southern California Medical Center (LAC+USC MC) 1200 N. State Street, Los Angeles, CA 90033	Supervisors/Managers (Day)	1	173.33	\$28.60	\$4,957	\$59,488
	Supervisors/Managers (Swing Grave)	0	0.00	\$25.82	\$0	\$0
	Housekeepers (Day)	5.8	1,005.33	\$16.93	\$17,020	\$204,243
	Housekeepers (Swing)	3.4	589.34	\$18.36	\$10,820	\$129,842
BILL TO ADDRESS: Los Angeles County +University of Southern California Medical Center (LAC+USC MC), P.O. Box 861749, Los Angeles, CA 90086-1749, Attention: Expenditure Management	Floorcare/Utility (Any Shift)	2	346.67	\$19.79	\$6,861	\$82,327
	Total FTE's	12.2		FACILITY TOTAL*:	\$39,658	\$475,900

GRAND TOTAL LAC USC MC:				
			ESTIMATED MONTHLY	ESTIMATED ANNUAL
FTEs:	86.26	FACILITY TOTAL*:	\$265,841	\$3,190,096

*Contractor shall invoice the County only for actual hours worked at the Facility at this hourly rate for each staff classification.

**HOUSEKEEPING STAFFING SERVICES
PRICING SHEET - RLANRC**

EXHIBIT B-2 (A)

Rancho Los Amigos Housekeeping Staffing Services 2011 & 2015						
Servicon Systems, Inc.:						
FACILITY LOCATION/BILL TO ADDRESS (Submit invoices)	STAFF CLASSIFICATION	NUMBER OF STAFF	ESTIMATED MONTHLY NUMBER OF HOURS	HOURLY RATE (FULLY BURDENED BILLING HOURLY RATES)*	ESTIMATED MONTHLY COST	ESTIMATED ANNUAL COST
FACILITY LOCATION: Rancho Los Amigos National Rehabilitation Center (RLANRC) 7601 E. Imperial Hwy., Downey, CA 90242 BILL TO ADDRESS: Rancho Los Amigos National Rehabilitation Center (RLANRC) 7601 E. Imperial Hwy., Downey, CA 90242	Supervisors/Managers (Day)	1	174	\$24.92	\$4,336	\$52,033
	Supervisors/ Managers (Swing)	1	174	\$22.22	\$3,866	\$46,395
	Housekeepers (Day)	15	2,610	\$16.02	\$41,812	\$501,746
	Housekeepers (Swing)	15	2,610	\$16.70	\$43,587	\$523,044
	Floorcare/Utility (Any Shift)	5	870	\$18.59	\$16,173	\$194,080
	Total FTE's	37.00	6,438	FACILITY TOTAL*:	\$109,775	\$1,317,298

*Contractor shall invoice the County only for actual hours worked at the Facility at this hourly rate for each staff classification.

**HOUSEKEEPING STAFFING SERVICES
PRICING SHEET - MLK OPC**

EXHIBIT B- 3(A)

MARTIN LUTHER KING JR OUTPATIENT CENTER 2011 & 2015						
Servicon Systems, Inc.:						
FACILITY LOCATION/BILL TO ADDRESS (Submit invoices)	STAFF CLASSIFICATION	NUMBER OF STAFF	ESTIMATED MONTHLY NUMBER OF HOURS	HOURLY RATE (FULLY BURDENED BILLING HOURLY RATES)*	ESTIMATED MONTHLY COST	ESTIMATED ANNUAL COST
FACILITY LOCATION: Martin Luther King Jr., Outpatient Center (MLK OC) 1670 East 120th Street, Los Angeles, CA 90059	Supervisors/Managers (Day)	1	174	\$24.92	\$4,336	\$52,033
	Supervisors/ Managers (Swing)	1	174	\$22.22	\$3,866	\$46,395
	Supervisors/ Managers (Floorcare/Utility Nights)	1	174	\$22.22	\$3,866	\$46,395
	Housekeepers (Day)	18	3,132	\$16.05	\$50,269	\$603,223
BILL TO ADDRESS: Harbor/UCLA Medical Center, Box 479, 1000 W. Carson Street, Bldg. D3.5, Torrance, CA 90509	Housekeepers (Swing)	15	2,610	\$16.73	\$43,665	\$523,984
	Floorcare/Utility (Any Shift)	1	174	\$16.73	\$2,911	\$34,932
	Floorcare/Utility (Any Shift)	5	870	\$18.62	\$16,199	\$194,393
	Total FTE's	42.00	7,308	FACILITY TOTAL*:	\$125,113	\$1,501,356

*Contractor shall invoice the County only for actual hours worked at the Facility at this hourly rate for each staff classification.

**MARTIN LUTHER KING, JR. OUTPATIENT CENTER (MLK OPC)
FACILITY DESCRIPTION, CLEANING REQUIREMENTS, HOURS OF
OPERATION, STAFFING AND SPECIFICATION SHEET**

1. INTRODUCTION: HEALTH AND PATIENT CARE SERVICES

Martin Luther King Jr. Outpatient Center (MLK OPC), 1670 East 120th Street, Los Angeles, CA 90059

MLK OPC provides numerous outpatient services to patients in and around the unincorporated area of Willowbrook and South Los Angeles community. MLK OPC is comprised of an Urgent Care Center and about 70 Specialty Outpatient Clinics. MLK OPC clinics operate Monday-Friday 8:00 a.m. to 5:00 p.m. and Urgent Care 8:00 a.m. to 11:00 p.m. MLK OPC served nearly 200,000 outpatient visitors in 2010.

In addition, the facility is located on 1.5 million square feet of land. With buildings located in 8 separate areas: Acute, Augustus F. Hawkins Mental Health, Gammons/HUB, OASIS, Leroy Weeks, Interns and Residents, Ted Watkins, Facilities Management, Service and Supply, and others that are closed down due to current construction projects.

2. FACILITIES HOURS OF OPERATION FOR CLINICS AND MENTAL HEALTH INPATIENT SERVICES

Listed below are Facilities Hours of Operation:

Martin Luther King Jr. Outpatient Center (MLK OPC)	
SERVICES	HOURS
Clinics (Business Hours)	Monday through Friday 8:00 a.m. to 5:00 p.m.
Urgent Care (Business Hours)	7 days a week 8:00 a.m. to 11:00 p.m.

3. FACILITY CLEANING REQUIREMENTS

There are three levels of cleaning services: Level 1 Intensity (General Service/Surgical/Patient Care areas), Level 2 Intensity (Non-Patient/Non-Public Areas), and Level 3 Intensity (Miscellaneous Services).

3.1 LEVEL 1. INTENSITY (GENERAL SERVICE/INPATIENT/PATIENT CARE AREAS)

- 1) General Service Areas
 - a) Central Sterile Services
 - b) Radiology, Pathology, Respiratory Therapy, Rehabilitation Therapy
 - c) Breast Diagnostic Center
 - d) Speech Pathology
 - e) Phlebotomy Area
 - f) Cardiac Stress Lab

**MARTIN LUTHER KING, JR. OUTPATIENT CENTER (MLK OPC)
FACILITY DESCRIPTION, CLEANING REQUIREMENTS, HOURS OF
OPERATION, STAFFING AND SPECIFICATION SHEET**

- 2) General Clinical Areas and In-Patient/Patient Care
 - a) Triage and Urgent Care
 - b) Isolation Rooms
 - c) Restrooms
 - d) Operating Room (OR) Suites including, but not limited to: Surgical Operating Rooms; Post Anesthesia Recovery; Pre-Operative Care, etc
- 3) Clinic Areas
- 4) Medical and Hazardous Waste
- 5) Additional Areas in Inpatient and Clinics
 - a) All Lobbies, Hallways, and Waiting Rooms
 - b) Floor Maintenance
 - c) All Restrooms
 - d) Elevators
 - e) Pay phones

3.2 LEVEL 2. INTENSITY (NON-PATIENT/NON-PUBLIC AREAS)

- 1) Office Areas
 - a) Administrative Offices
 - b) Other Offices (Information Systems, Facilities Management, etc.)
- 2) Non-Office Areas
 - a) Auditoriums, Conference Rooms, Assembly Room, etc.
 - b) Physician's Call Rooms
 - c) Linen Room
 - d) Kitchen area
- 3) Additional Service Areas
 - a) Library
 - b) Gift Shop
 - c) Floor Mat Placement/ Entrances
 - d) Medical Records
 - e) Soiled Linen Rooms
 - f) Loading Dock/Walk Ways, Ramps
 - g) Stairs and Landings

3.3 LEVEL 3. INTENSITY (MISCELLANEOUS SERVICES/EXTERIOR AREAS)

- 1) Sidewalk/Street
- 2) Sidewalks, Ramps, Dock Areas and Sides of Building
- 3) Light Fixtures
- 4) Trash/Solid Waste Collection and Removal

**MARTIN LUTHER KING, JR. OUTPATIENT CENTER (MLK OPC)
FACILITY DESCRIPTION, CLEANING REQUIREMENTS, HOURS OF
OPERATION, STAFFING AND SPECIFICATION SHEET**

4. FACILITY STAFFING

STAFFING	NO.	HOURS	SHIFT
Housekeepers (day)	18	8	7:00 a.m. – 3:30 p.m.
Housekeepers (night)	15	8	3:30 p.m. – 12:00 a.m.
Supervisor/Manager (day)	1	8	7:00 a.m. – 3:30 p.m.
Supervisor/Manager (night)	1	8	3:00 p.m. – 11:30 p.m.
Supervisor/Manager (swing)	1	8	6:00 p.m. – 2:30 a.m.
Floor care (day)	1	8	7:00 a.m. – 3:30 p.m.
Floor care (night)	5	8	3:00 p.m. – 11:30 a.m.
TOTAL	42		

Describe Special Cleaning or Operational Requirements

- 1) All contract staff need pagers compatible with MLK-OPC's intranet submission of alpha texting (current provider is USA Mobility)
- 2) Emergency contact numbers are required for all contract management and supervisory staff.
- 3) Staff training needs to include the following topics:
 - Facility Orientation
 - Area Specific Orientation
 - Diversity / Cultural Competence
 - Sexual Harassment
 - HIPAA / Privacy (PHI)
 - General Staff Safety
 - Hazard Materials (SDS);
 - Hazard Communication
 - Disaster Management /Emergency Plan
 - Security/Threat Mgmt.
 - Risk Management /Incident Reporting
 - Code of Conduct /Compliance
 - Data / Information Security Awareness; Safeguards for (PHI)
 - Threat Management "Zero Tolerance"
 - Safe Surrendered Baby Law